

Clint Odom  
Director  
Federal Regulatory



1300 I Street, NW, Suite 400 West  
Washington, DC 20005

Phone 202 515-2535  
Fax 202 336-7922  
clint.e.odom@verizon.com

May 17, 2002

**Ex Parte**

Marlene Dortch  
Secretary  
Federal Communications Commission  
445 12<sup>th</sup> H Street, SW, Portals  
Washington, DC 20554

**RE:** Application by Verizon New Jersey for Authorization To Provide In-Region, InterLATA Services in State of New Jersey, Docket No. 02-67 - REDACTED

Dear Ms. Dortch:

This letter responds to MetTel's ex parte filed May 14, 2002 concerning Verizon's OSS. As Verizon has explained previously, and as we discuss in more detail in this letter, Verizon is continuing to work with MetTel on a business-to-business basis to arrive at a mutual understanding of the data and to address MetTel's issues. That work, and Verizon's preliminary review of MetTel's data, indicate that MetTel's analysis of the data is incorrect or that MetTel simply disagrees with existing processes or business rules. There is no indication of any systemic problem with Verizon's OSS. To the contrary, as we have previously demonstrated, Verizon provides nondiscriminatory, indeed excellent, access to its OSS for CLECs in New Jersey.

Continuing Business-to-Business Work with MetTel

Verizon has devoted substantial time and effort to working with MetTel and continues to do so. The parties are addressing each of the issues raised by MetTel in connection with Verizon's long distance application for New Jersey. These discussions, and the review and reconciliation of data in conjunction with them, have already borne fruit and resulted in increased understanding.

For example, MetTel argued in prior submissions that it received usage on lines after it submitted an order (called a Local Service Request or LSR) to suspend a line and received a completion notifier indicating that the order had been completed. Upon further review of the data it had submitted in support of this claim in preparation for a meeting with Verizon, MetTel corrected its claims concerning the percentage of "Suspension for Non-Payments [that] did not cease usage

after the SNP and prior to the restoration of service” to reduce the percentage from 30.58 percent to 4.40 percent.<sup>1</sup> Verizon and MetTel then met by conference call to discuss the remaining instances. *See* MetTel 5/15 Ex Parte at Slide 19. Verizon determined that in a few instances, a representative had made an error in order processing. In the other instances, either MetTel had attempted to use certain blocking options (inappropriately) to suspend Centrex lines, or usage had occurred when the line was restored as part of the process to migrate a customer back to Verizon. (A parallel situation occurs when a retail customer’s service is suspended and a CLEC migrates the customer to the CLEC. Verizon must restore the customer’s service in order to perform the migration, and may incur usage if the customer makes calls before the migration.)

As another example, in preparation for a meeting to discuss the time to resolve “missing notifier” trouble tickets, Verizon provided MetTel with an analysis of the trouble tickets in MetTel’s data that MetTel claimed had taken longer than three business days to resolve. Verizon found that in a number of instances MetTel’s calculations counted subsequent versions of an LSR, rather than the one submitted to Verizon on a trouble ticket (which had been timely resolved); or included in the calculated time to resolve, time that MetTel took to investigate and take corrective action after being informed by Verizon that MetTel needed to take such action to advance the LSR; or involved calculation errors by MetTel. A copy of the analysis provided to MetTel is Attachment 1 to this letter. Verizon and MetTel met on May 14 to discuss this analysis. On May 15, Verizon received MetTel’s recalculation of its data, which is now close to the results Verizon previously reported. For the period August through December (not including September or October 27-31), MetTel now shows that Verizon resolved approximately 88 percent of PONs in three business days and 95 percent in ten business days. This is similar to the performance we previously reported. For the period from August 2001 to December 2001, Verizon resolved approximately 90% of PONs within 4 business days. *See* Letter to William Caton, Acting Secretary, from Clint E. Odom in Docket No. 01-347, dated February 25, 2002 at 11. We also reported that from August 2001 through February 2002, Verizon resolved over 99% of MetTel’s PONs in 13 days. McLean/Wierzbicki/Webster Supp. Decl. ¶ 42.

Finally, with respect to MetTel’s claim that it receives usage for carriers other than the one designated as the PIC on an order, Verizon asked MetTel to provide examples from New Jersey, Pennsylvania, and New York for investigation. That information was received on Monday, May 13. The parties met on May 16 to discuss how to address this issue, and agreed that MetTel would select a sample of orders from each state which the parties would investigate and reconcile. Once Verizon receives MetTel’s selections, we will undertake the detailed investigation needed to resolve this issue.

Verizon has conducted additional analyses and held numerous business-to-business discussions with MetTel to reconcile data and resolve issues raised by MetTel in the New Jersey 271 process. These discussions have included an executive meeting on May 2, 2002 to review status,

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<sup>1</sup> MetTel filed an Errata correcting its Supplemental Brief and Mr. Goldberg’s accompanying Declaration, dated April 8, 2002, and several exhibits accompanying its Supplemental Reply Brief.

four executive calls to discuss specific issues, as well as ongoing daily working level contacts on specific operational questions. Overall, it is clear that these ongoing discussions have narrowed the issues presented by MetTel. During these proceedings, MetTel has raised approximately half a dozen issues. (These issues included usage after suspension, PON Resolution timeliness, confirmation and reject Timeliness, PCN and BCN timeliness, LD PIC, weekend restorals, and no usage after completion notifiers.) The May 15 Ex Parte focuses on just 3 issues and, as noted above, MetTel has issued an Errata concerning the usage after suspension issue, and has provided Verizon with a corrected PON Resolution timeliness calculation. Verizon will continue to work on a business-to-business basis to reconcile the data concerning the remaining issues raised by MetTel.

#### MetTel's Disagreement with Performance Measurement Business Rules

MetTel claims that, after reviewing data in the "flat files" provided by Verizon, it has determined that Verizon's performance for MetTel did not meet the standard for a substantial number of sub-metrics measuring the timeliness of confirmations, reject notices, and completion notifiers. MetTel 5/15 Ex Parte, Slides 4-15. MetTel also claims that it has followed the New Jersey business rules in performing its calculations on these metrics, and implies that Verizon's performance measure results may be inaccurate. *Id.* at 2 and Slide 15.

As we have previously explained, as part of its evaluation of Verizon's OSS in New Jersey, KPMG examined the Carrier-to-Carrier performance measures in New Jersey, including "consistency between definitions documentation and the procedures used for calculating metrics." KPMG NJ Report at 385; *see also* Guerard/Canny/DeVito Decl. ¶¶ 134-141. Verizon satisfied 100 percent of KPMG's test points with respect to performance measures. The Commission has indicated that such reviews by independent third parties are useful in assessing the reliability of the data. *Georgia/Louisiana 271 Order*, ¶ 19, n. 68.

Moreover, it appears that despite its claims to the contrary MetTel may not have accurately followed the New Jersey business rules in performing its recalculations. For example, MetTel states that it "has noted differences between months for the date reported as the SOP Notification Date and the actual Completion Date on the PCN." *Id.*, Slide 13. This should not be surprising to MetTel. As Verizon has explained on several occasions, consistent with the Guidelines, OR 4-05 and OR 4-09 use the SOP Completion Date, not the work completion date reflected on the provisioning completion notifier (PCN). October 2001 Guidelines at 38-40 (Application, App. J, Tab 17). The completion date provided on the PCN is the date that the work on an order was actually completed. The SOP Notification Date (sometimes also referred to as SOP Completion Date) is the date when the SOP is updated to reflect that the work has been completed. *See* Letter to William Caton, Acting Secretary, from Clint E. Odom in WC Docket No. 02-67, dated April 5, 2002 at Slide 4. Those dates may be different if, for example, an order is auto-completed in WFA during the nightly batch process. In this case, the auto-complete process runs after the WFA update process, so the order will not be recorded in SOP until the next business day. The dates may also be different if a technician completes an order at the end of one day but records the completion in WFA on the next business day. *See* Letter to William Caton, Acting

Secretary, from Clint E. Odom in WC Docket No. 02-67, dated April 4, 2002. If the order is completed at the end of the month, the two dates could fall in different months. MetTel's own reconciliation shows that, consistent with the Guidelines, the PONs appear in the month of the SOP Completion Date.

Similarly, in MetTel's back-up data for its reconciliation of the OR-1 and OR-2 measures, MetTel states as a reason why a number of LSRs are included in Verizon's data but not in MetTel's, "Web GUI." Yet the Carrier-to-Carrier Guidelines and Metric Business Rules are clear that these measures include LSRs submitted by "EDI, Web GUI or fax." October 2001 Guidelines at 21, 30 (App. J, Tab 17).

To the extent that MetTel has questions about the details of the Carrier-to-Carrier Guidelines and business rules, or disagrees with Verizon's interpretation or application of those rules, the Section 271 application process is not the right place to resolve these issues. The New Jersey Carrier-to-Carrier Guidelines, like those in other states, were developed through an extensive state process involving collaboratives with CLECs, the participation of the New Jersey Board of Public Utilities (BPU) staff, and final adoption by the BPU. In New Jersey, Verizon also makes available Metrics Business Rules, which provide expanded information on the calculations used to report the performance measurements in the Carrier-to-Carrier Guidelines. *See* Guerard/Canny/DeVito Decl. ¶¶ 14-20; 147-150. The 271 process is not the place to resolve interpretive disputes involving such detailed state decisions. *See Vermont 271 Order*, ¶ 46 and n. 162; *see also id.* ¶ 58; *Georgia/Louisiana 271 Order*, ¶ 49.

Moreover, there are several established processes already available to MetTel to address questions concerning interpretation of the performance measure business rules. First, Verizon provides a "metrics hotline" – an 800 number available to CLECs with questions about performance measures and Carrier-to-Carrier reports. *See* Attachment 2. MetTel has used this hotline in March and April 2002 to request its flat files for New Jersey, and on several occasions in August 2001 to request assistance with field definitions for its flat files in New York.

Second, as discussed above, business-to-business discussions, including data reconciliation, between MetTel and Verizon are ongoing. As MetTel notes, Slide 15, it has now provided its calculations on the notifier timeliness measures to Verizon, and the parties are in the process of scheduling a meeting to walk through the data. Verizon expects that, as has happened with other issues described above, this meeting will assist MetTel in understanding the application of the business rules.

Third, to the extent that MetTel disagrees with the business rules, or the parties are unable to resolve differences in their application, these issues can be addressed through the Carrier-to-Carrier Working Group. That group was established and operates under the auspices of the New York Public Service Commission, and MetTel is an active participant. The group is not limited to issues that arise in New York, however. In fact, the Carrier Working Group recently developed a statement of purpose and guidelines (adopted by the New York Public Service Commission) that address both issues common to New York and other states and issues that are

applicable only in another state. As we have previously explained, the New Jersey Carrier-to-Carrier performance measures were based on the New York Carrier-to-Carrier Guidelines, and the confirmation and reject timeliness measures that MetTel focuses on are very similar. *See* Guerard/Canny/DeVito Decl. ¶¶ 16-23. A copy of the statement of purpose adopted by the Carrier-to-Carrier Working Group and approved by the New York PSC is Attachment 3 to this letter. Moreover, many of the notifier timeliness measures that MetTel focuses on have been discussed and examined by the New York Carrier-to-Carrier Working Group, as well as during the Pennsylvania 271 hearings and again in New Jersey state hearings, and MetTel has filed complaints concerning a number of these issues with the New York PSC.

Fourth, there also is an established mechanism to address any New Jersey-specific issues relating to the interpretation of the business rules through the New Jersey BPU. In addition, the New Jersey BPU has an informal complaint process that is “designed for amicable adjustment of disputes.”<sup>2</sup>

#### Exclusion of Project PONs

MetTel argues that the parties agreed to exclude Project PONs from “OR-1 and OR-2” measurements, but that Verizon has taken the position that the PONs should be excluded from all measurements. It also argues that Verizon then was inconsistent in including or excluding the project PONs from various measures. *Ex Parte* at 2-3. MetTel is incorrect.

As Verizon has previously explained, in consideration of the special handling required for MetTel’s project orders, MetTel provided Verizon with a signed project letter. *See* Guerard/Canny/DeVito Supp. Reply Decl., Att. 2. That letter explicitly permitted Verizon to exclude these orders from the LSRC and reject measurements, and also from service order interval measurements and service order accuracy measurements.

Verizon has not taken the position that the Project PONs should be excluded from “all” performance measurements. Rather, Verizon determined, based on the special handling requested by MetTel for these PONs, which measures had the potential to be affected and excluded the PONs from those measures. For example, although MetTel acknowledged that its orders to migrate these lines might contain listed names that did not match Verizon’s records, MetTel requested that Verizon not reject these orders and Verizon agreed that it would not. Such errors, however, increase the likelihood of “post-completion discrepancies” which must be manually cleared by Verizon representatives before the billing system can be updated and a billing completion notifier generated. *See* Letter to William Caton, Acting Secretary, from Clint E. Odom in WC Docket No. 02-67, dated April 15, 2002 at 4-5; Guerard/Canny/DeVito Supp. Reply Decl. ¶ 30. As a result, Verizon excluded the project PONs from measures that could be affected by such PCDs. By contrast, Verizon did not exclude the PONs from measures, such as OR-4-05 and OR-4-10 dealing with PCNs, which would not be affected by this circumstance.

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<sup>2</sup> Copies of the New Jersey BPU’s order and the relevant section of the New Jersey Administrative Code are Attachments 4 and 5 to this letter, respectively.

Attachment 6 contains a list of the measures from which Verizon excluded the project PONs and the reason for the exclusion.

If MetTel disagrees with Verizon's application of the project PON exclusion, it has the same options listed above for addressing this issue. Indeed, the Carrier-to-Carrier Working Group has reached consensus on standard procedures to address projects that require special handling, and the inclusion or exclusion of such projects from performance measures. The group is finalizing the language for submission to the New York PSC.

#### Accurate BCNs

MetTel claims that, in March 2002, 46 percent of "first calls examined" were not routed to MetTel's carrier identification code despite MetTel's receipt of a BCN stating that a CIC change had been completed. If Verizon actually were incorrectly provisioning as many PIC change orders as MetTel claims, it is unlikely that MetTel would be the only carrier raising this issue. We would expect to hear not only from other CLECs, but also from long distance carriers blaming Verizon for any "slamming" of which the long distance carrier was accused. There has been no such outcry. Verizon reviewed CLEC trouble tickets submitted in March 2002 for UNE platform lines that were determined to be central office problems. This category includes switch translation problems which would include any claims that an incorrect carrier was assigned as the PIC on the line, but would also include claims such as a requested feature not being on the line. In March, Verizon provisioned over 7,000 platform lines and received only two PIC-related installation trouble reports, neither of which were from MetTel. Overall in March, Verizon received approximately 80 trouble reports (including both installation trouble reports and reports on existing lines) that were determined to be central office problems. This is a central office trouble rate of only about two-tenths of one percent of the in-service platform lines. Of the central office trouble reports, the narrative information mentioned a PIC or LPIC problem on only four (a trouble rate of only one one-hundredth of one percent). \*\*\*\*\* See Attachment 7.

As discussed above, Verizon will analyze examples provided by MetTel this week in preparation for a further business-to-business reconciliation of this issue. The required investigation and analysis is very detailed. An account may have a CIC code for intra-LATA toll calls (LPIC) as well as a CIC code for inter-LATA toll calls (PIC). To reconcile the data, it is necessary to determine several key pieces of information including account, service order and call detail information such as: the LPIC and PIC on the account before migration, the instructions on the migration LSR whether to retain or change the LPIC and/or PIC; the LPIC and PIC specified on the migration service order; whether there has been any service order activity to change LPIC or PIC subsequent to the migration; the LPIC and PIC provisioned in the switch, and the call date, call type and call to number for the specific call in question. Further, as Verizon has previously demonstrated, there are valid conditions under which calls are properly not routed to the pre-subscribed interexchange carrier (e.g., toll-free numbers, dial-around numbers). Although MetTel claims it has taken these conditions into account, examination of individual calls and the associated information described above is necessary to determine if that is the case.

Ms. Dortch  
May 17, 2002  
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MetTel also claims that the confirmation and completion notifiers sent by Verizon when MetTel ordered blocking (in place of suspension) on Centrex lines were "false." MetTel 5/15 Ex Parte at 3; *see also* Slide 20. The fact that Centrex lines cannot be suspended is true both for retail and for wholesale. When MetTel ordered certain types of blocking for some lines as a substitute, Verizon provisioned those orders. Accordingly, the confirmation and completion notices were correct. But these blocking options do not prevent usage on the line when the Assume Dial 9 feature is present, as it was for these lines.

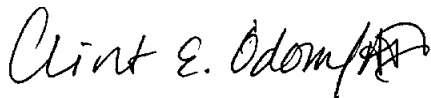
#### Weekend Restorals

As discussed in the McLean/Wierzbicki/Webster Supplemental Reply Declaration, Verizon has implemented an interim process to enable CLECs to restore suspended platform customers after normal business hours and on weekends. On May 1, 2002, Verizon informed CLECs through the Change Management Process that it would conduct a trial of this process from May 3-10, 2002. A copy of the Change Management notice is Attachment 8 to this letter. As part of the business-to-business discussions described above, Verizon requested MetTel's participation in the trial and MetTel agreed, but ultimately did not submit any orders following this process during the trial.

Verizon has now made this process available to all CLECs in New Jersey. A copy of the Change Management notice providing the steps to be used for out-of-hours restorals is Attachment 9 to this letter. \*\*\*\*\*

This ex parte contains proprietary information and has been redacted. A confidential version is also being filed. The twenty-page limit does not apply as set forth in DA 02-718. If you have any questions, please do not hesitate to call me.

Sincerely,

Handwritten signature of Clint E. Odom in black ink.

Attachments

cc: A. Johns  
S. Pie  
J. Miller  
B. Olson

**ATTACHMENT 1**

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT 2**

**REDACTED – FOR PUBLIC INSPECTION**



April 25, 2001

Dear Recipient of NJ Carrier-to-Carrier Performance Reports:

Verizon is pleased to announce the availability of an 800 number for you to call if you have questions regarding your New Jersey Carrier-to-Carrier Performance Reports. In order to better serve our Wholesale customers in providing timely responses to Wholesale metric issues, Verizon has established a Performance Report Help Line. Inquiries accepted on this line will address metrics associated with Verizon-NJ's Carrier-to-Carrier Performance Reports. The Help Line number is **800-959-9995**.

General Wholesale and Verizon questions should continue to be directed to your Verizon Account Manager. Calls pertaining to Pre-Order, Ordering, and Maintenance system and transaction inquiries should continue to be directed to the Wholesale Customer Care Center (formerly the Bell Atlantic Systems Solutions Help Desk "BASSHD").

In order for Verizon to best serve you on the Help Line, you will be required to provide the following information:

- Your name and reach number
- Your company name
- Your company AECN, RSID, ACNA, CCNA or OCN
- Report Title, Month, Carrier-to-Carrier Guideline Metric Name and Number, and Geographic State
- Detailed description of inquiry
- Email address

The hours of operation are Monday through Friday, 8:00 a.m. to 5:00 p.m. EST. If a help line coordinator is unavailable during these hours, VoiceMail will be provided and acknowledged promptly. During non-business hours, VoiceMail will be acknowledged by the next business day.

If after normal business-to-business efforts have taken place to resolve the metric issue and you are not satisfied with the resolution, three levels of escalation are available to you:

Escalation Level	Contact	Title	Contact Number
Level 1	Pamela Hunt	Manager	301-236-3894
Level 2	Renie Spriggs	Director	703-974-4311
Level 3	Thomas Sautto	Executive Director	973-649-7025

Verizon looks forward to working cooperatively to resolve all your metric inquiries.

Respectfully,

Renie Spriggs  
Director - Wholesale Performance Assurance

**ATTACHMENT 3**

**REDACTED – FOR PUBLIC INSPECTION**

## **New York Carrier Working Group Statement of Purpose & Guidelines for Participation**

Reviewing and revising Case 97-C-0139 Carrier-to-Carrier guidelines for performance metrics in the state of New York is primary purpose of this group. Carrier Working Group will address only those issues that pertain to the state of New York or are common to New York and other states.

Party participation in the Carrier Working Group is limited to ILECs, CLECs, Commission staffs and Consultants sponsored by any of the preceding entities. Active participants are requested to acknowledge their understanding of the Guidelines for Participation by providing their signature at the bottom of this document.

While parties understand that consensus does not mean unanimous approval, the group recognizes that it has historically operated most effectively by modifying resolutions of issues to the maximum extent possible to achieve unanimity and minimizing the number of issues left to the Commission for decision.

### **General Guidelines:**

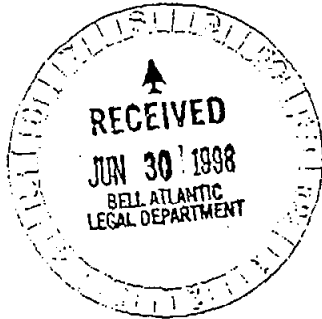
- Carrier Working Group meetings are public however the call-in number will only be circulated to active participants.
- All participants to a Carrier Working Group conference call must announce themselves.
- Discussions are confidential.
- Discussions conducted via email are also confidential and only to be distributed among active participants.
- All subgroup and committee meetings and discussions are confidential.
- All public documents and discussions of the Carrier Working Group activities shall contain no attribution, i.e., individual carriers' positions will not be disclosed.
- If a party raises an issue that the Carrier Working Group decides is not applicable to New York, the Group will facilitate a separate meeting for those interested parties and the associated State Commission staff.
- While discussions are open to all, a party may participate in the consensus assessment process only if it operates in New York. A party that attends Carrier Working Group meetings for purposes of monitoring only cannot block consensus.
- Verizon will post the Consensus Log, Scope & Schedule List and Meeting Agendas on its website
- Those parties interested in participating or requesting scope and schedule items may do so at Verizon's web site.
- Parties agree to complete assigned action items in a timely manner.

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Participant Signature

**ATTACHMENT 4**

**REDACTED – FOR PUBLIC INSPECTION**



STATE OF NEW JERSEY  
Board of Public Utilities  
Two Gateway Center  
Newark, NJ 07102

AGENDA DATE: 5/27/98

TELECOMMUNICATIONS

ORDER ON RECONSIDERATION

IN THE MATTER OF THE )  
INVESTIGATION REGARDING LOCAL )  
EXCHANGE COMPETITION FOR ) DOCKET NO. TX95120631  
TELECOMMUNICATIONS SERVICES )

(SERVICE LIST ATTACHED)

BY THE BOARD:

I. Introduction

The Board of Public Utilities (Board) now considers one of the issues presented by MCI Telecommunications Corporation (MCI) in its Motion for Reconsideration of the Board's December 2, 1997 Decision and Order in I/M/O the Investigation Regarding Local Exchange Competition for Telecommunications Services, Docket No. TX95120631 (hereinafter Local Competition). Because Teleport Communications Group, Inc. (TCG) also moved for reconsideration of the Board's dispute resolution determination in the Local Competition proceeding, that portion of the TCG Motion will also be decided.

For the reasons set forth below, the Board herewith reconsiders and modifies its Decision and Order with respect to dispute resolution. Based upon the record in this matter, the Board reconsiders the 60 day mediation period which is now mandatory prior to the filing of a petition to the Board. We believe that doing so will move issues to the Board more quickly. The dispute resolution guidelines which we adopt are attached hereto.

II. Procedural History

At its July 17, 1997 and September 9, 1997 agenda meetings, the Board decided the interconnection and resale issues in its Local Competition proceeding. One of the issues then decided was the adoption of a dispute resolution process, an issue which both MCI and TCG have raised in their Motions for Reconsideration.

On December 2, 1997, the Board issued its Local Competition Decision and Order memorializing the determinations made at its July 17, 1997 and September 9, 1997 agenda meetings.

On January 2, 1998, MCI filed the instant Motion for Reconsideration, requesting reconsideration of only two issues, directory assistance database access, and dispute resolution. On January 13, 1998, TCG filed a Motion for Reconsideration in the Local Competition proceeding. As noted above, among the issues for which TCG requested reconsideration was the Board's dispute resolution determination.

In a related matter, on January 5, 1998 MCI filed a complaint in the United States District Court for the District of New Jersey (Civil Action No. 98-CV-00109 (JAG)) asserting that several portions of its interconnection agreement with BA-NJ approved by the Board on September 9, 1998 violate the Telecommunications Act of 1996, P.L. 104-104, 110 Stat.56 (codified in scattered sections of 47 U.S.C. §151 et seq.). In Count Four of its complaint, MCI asserted that the Board failed to require nondiscriminatory access to BA-NJ's directory assistance database. On March 31, 1998, MCI's federal District Court action was stayed by entry of a Stipulation and Order Staying Action in order for the Board to resolve all pending Local Competition Motions for Reconsideration.

On May 15, 1998, the Board determined to reconsider its December 2, 1997 Decision and Order with regard to directory assistance database access. See Order on Reconsideration, I/M/O Investigation Regarding Local Exchange Competition for Telecommunications Services, Docket No. TX95120631 (May 15, 1998). At that time it elected to defer consideration of the dispute resolution issue until its agenda meeting of May 27, 1998.

### III. Issue: Dispute Resolution

#### A. The Board's Decision and Order

In its Local Competition Decision and Order, the Board recognized that "a procedure is necessary to resolve disputes between parties as expeditiously as possible." Decision and Order at 128. The Board adopted with one exception the dispute resolution proposal of the Division of the Ratepayer Advocate (Advocate) that provided for 30 days of negotiations between the parties, followed by a 60 day period of mediation by Board Staff, and then a petition to the Board with a Board resolution within 60 days. The Board modified the Advocate's proposal only by removing the limitation on the amount of time for Board resolution of the petition. Ibid.

#### B. Positions of the Parties

In its Motion, MCI requested that the Board reconsider the requirement of a 60 day mediation period before the filing of

a petition with the Board. MCI argued that making the mediation period voluntary would provide the parties with flexibility to choose the best and most efficient method of resolving their dispute. According to MCI, making mediation mandatory, on the other hand, may serve to delay the resolution of those disputes which are based upon contract or legal interpretations and which are not suitable to negotiations. MCI Motion at 6-7.

In TCG's Motion for Reconsideration, TCG urged the Board to give parties to disputes maximum flexibility in resolving disputes. TCG recommended that parties be bound by neither the initial 30 day negotiation period nor the 60 day mediation period. TCG also recommended that the Board set a time frame for a decision, but suggested no specific period of time. TCG Motion at 1-3.

By letter dated January 15, 1998, AT&T Communications of New Jersey, Inc. (AT&T) commented in support of MCI's request that the Board reconsider the mandatory 60 day mediation period. In addition, AT&T argued that because any delay in resolving disputes between incumbent local exchange carriers (LECs) and competitive LECs will postpone meaningful local exchange competition, the Board should modify its dispute resolution process by including a requirement that the Board act within 30 days from the date a petition is filed. In the alternative, AT&T requested that the Board resolve all service-affecting disputes within 30 days, and all other disputes within 60 days. AT&T Comments at 2.

By letter dated January 22, 1998, United Telephone Company of New Jersey, Inc. and Sprint Communications Company, L.P. (jointly, Sprint) commented in support of AT&T's request that the mediation period be voluntary in order to avoid delay in the development of competition. Sprint also agreed with MCI, AT&T and TCG that the Board's dispute resolution procedures should include a time line for resolving disputes, although it did not suggest any specific period of time. Sprint Comments at 9-10.

By letter dated January 15, 1998, BA-NJ commented in support of the Board's Decision creating a two phase process of dispute resolution because it would "encourage the parties to focus on resolving their disputes themselves -- first alone, and then with expert Staff assistance -- before dropping every dispute in the Board's lap." BA-NJ Opposition to MCI at 9-10. BA-NJ suggested that such an approach is conducive to developing effective working relationships in a marketplace of interconnected networks. Ibid.

#### IV. Discussion

In view of the comments of the parties in this matter, the Board has determined that it will reconsider the mandatory 60 day mediation period in order to move issues to the Board more quickly. We herein adopt a revised dispute resolution process which provides for Board action on certain disputes within a short period of time after the filing of a petition with the Board.

The Dispute Resolutions guidelines which we adopt are intended to satisfy the concerns which a number of parties to the Local Competition proceeding expressed regarding the timeliness of Board action regarding service-affecting disputes,<sup>1</sup> see e.g., AT&T Comments at 2, but also recognize that negotiating parties are in the best position to resolve disputes between themselves and should be encouraged to do so, see e.g., BA-NJ Opposition to MCI at 9-10. The comments of the parties have convinced us that a process which is more abbreviated than the one which we originally adopted would be beneficial.

The Dispute Resolution process we adopt is limited to those petitions which complain of disputes which involve action or inaction of a telecommunications entity which allegedly affects the ability of an entity to provide a telecommunications service or group of related services to its customer or which is allegedly anticompetitive. Before such a petition is referred to the Dispute Resolution process, as part of the petition the petitioning party must provide detailed evidence that it has engaged in good faith negotiations with the answering party for at least thirty (30) days. Such evidence must include documentation of the dates, times and places of such negotiations, the topics discussed at each negotiation and the names, titles and decision-making authority of the participants representing the petitioner. Similar information is required of the answering party. In this way, the Board seeks to achieve a compromise between the desirability of negotiated resolutions of disputes without Board involvement and the need to begin the Board sanctioned dispute resolution process in a timely fashion if negotiated resolution seems unlikely to the petitioning party.

While the dispute resolution process first approved by the Board provided for a process which might take as much as 150 days, including (1) 30 days of negotiations, (2) 60 days of Staff

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<sup>1</sup> The need for expeditious Board resolution of disputes was also a subject of much discussion during the Board's recent inquiry into the status of local exchange competition in New Jersey. See I/M/O the Board's Investigation Regarding the Status of Local Exchange Competition, Docket No. TX98010010.

mediation, and (3) a 60 day Board deliberation period, the process we now adopt shortens this time period to approximately 90 days by eliminating the mandatory 60 day Staff mediation period prior to the filing of a petition. The newly approved Dispute Resolution process requires 30 days of good faith negotiations, followed by the filing of a petition which triggers a period of 40 days in which an answer is filed, comments by the Advocate are filed, if any, and two Dispute Resolution meetings are convened and conducted by Staff. If the Parties have still not resolved their differences, Staff will recommend a resolution which will be incorporated into a proposed form of order by the petitioner. The parties will thereafter have an opportunity to comment on the proposed form of order and Staff's proposed resolution. The record upon which the Board will deliberate shall include the petition, answer, comments of the Advocate, the transcribed record of the dispute resolution meetings, the proposed form of order and the comments thereon.

We acknowledge that the process we herein adopt is ambitious. It requires concerted and focused efforts by the parties, by the Advocate and by Staff. However, we believe that the timely resolution of disputes is essential to achieving the goal of local competition to which we are committed, and we therefore expect all participants in the dispute resolution process will use best efforts to make it successful..

Nevertheless, because it is a novel process, and because there may be pitfalls we do not presently recognize, we ask our Staff to report regularly to the Board its progress in implementing and utilizing the Dispute Resolution process. Similarly, the parties and the Advocate are invited to assess each Dispute Resolution proceeding and provide their comments to the Board on the Dispute Resolution process as they have experienced it.

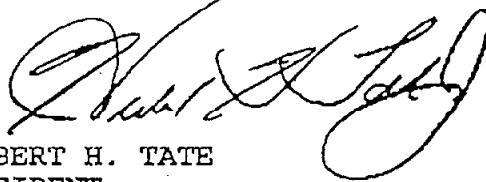
#### V. Conclusion

Therefore, pursuant to the Board's authority under N.J.S.A. 48:2-40 to modify an order made by it, and for all of the aforementioned reasons, the Board GRANTS the MCI and TCG Motions for Reconsideration with regard to the issue of dispute resolution. The Board HEREBY ADOPTS the Dispute Resolution guidelines as set forth in the attachment to this Order, to be utilized for the resolution of complaints of anti-competitive behavior and service-affecting disputes. The Board

DIRECTS its Staff to report regularly to the Board regarding its progress in implementing and utilizing the Dispute Resolution process we herein adopt.

DATED: *June 19, 1998*

BOARD OF PUBLIC UTILITIES  
BY:

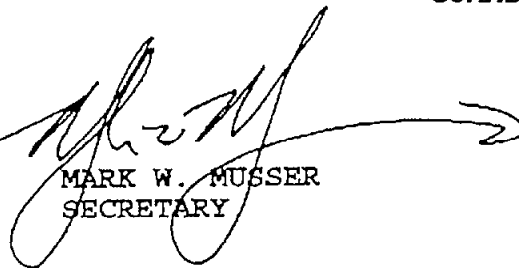


HERBERT H. TATE  
PRESIDENT



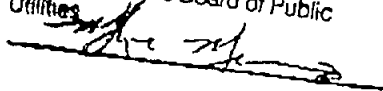
CARMEN J. ARMENTI  
COMMISSIONER

ATTEST:



MARK W. MUSSER  
SECRETARY

HEREBY CERTIFY that the within  
document is a true copy of the original  
in the files of the Board of Public  
Utilities.



## DISPUTE RESOLUTION GUIDELINES

## APPENDIX A

### 1. General

- (a) The Dispute Resolution process shall in general be limited to consideration of petitions by any telecommunications entity related to "service-affecting" issues and assertions of anti-competitive conduct.
- (b) The terms "party" or "parties," as used herein, shall mean either or both the petitioner and respondent.
- (c) A "service-affecting" issue is one which directly affects the ability of a party to offer a specific service or group of related services to its customers.
- (d) Specific controversies may be either included in or excluded from the Dispute Resolution process described herein at the discretion of the Secretary of the Board.
- (e) Counterclaims and cross-claims will not be permitted, but will require the filing of a separate petition.
- (f) At no time during the Dispute Resolution process shall ex parte communications with Staff or the Office of the Attorney General be permitted, either verbally or in writing. Neither the petitioner, respondent nor the Advocate shall submit arguments directly to the Board. A conference of the parties, the Division of the Ratepayer Advocate (Advocate) and Staff may be requested through the Office of the Secretary of the Board.
- (g) All filings must be accompanied by a certificate of service.
- (h) For purposes of this Dispute Resolution process, a filing shall be considered timely if filed with the Board on Monday through Friday between the hours of 9 a.m. and 4 p.m.

## DISPUTE RESOLUTION GUIDELINES

## 2. The Petition

- (a) A party shall file an original and six (6) conformed copies of a verified petition with the Secretary of the Board for resolution of a "service-affecting" issue or assertion of anti-competitive conduct.
- (b) The petition shall be certified to be true based upon personal knowledge of the facts stated therein and must:
  - (1) as a precondition to eligibility for Dispute Resolution, include documentation demonstrating that the petitioning party has engaged in good faith negotiations on the specific issue or issues in dispute for a minimum of thirty (30) days. Such documentation of negotiations shall include, but not be limited to, documentation of the specific dates, times and places that negotiations occurred, the topics discussed at each negotiation, and name, title and decision-making authority of the each team member representing the petitioning party that participated in the negotiations;
  - (2) include a statement as to whether the issue in controversy is the subject of any other action pending in any federal or state court or administrative agency; and if so, the statement shall identify such actions and all parties thereto;
  - (3) state clearly the issue or issues in dispute in separately numbered paragraphs, including a specific description of an action or inaction which is considered to be anti-competitive, or which affects a party's ability to offer a specific service or group of related services, identifying with particularity how the party's service to its customers is affected;
  - (4) state clearly the resolution sought by petitioner, including the complete factual and legal basis for the proposed resolution;

## DISPUTE RESOLUTION GUIDELINES

- (5) include a form of order setting forth the proposed resolution;
- (6) concurrently or prior to filing with the Board, be delivered, in-hand, to the respondent, to the Ratepayer Advocate, to the Attorney General's Office and to Staff.
- (c) Following receipt of the petition, the Secretary's Office shall issue a scheduling order by facsimile.

## 3. The Answer

- (a) Notwithstanding receipt of the scheduling order referenced in paragraph 2(c) above, within five (5) business days of service of the petition, the respondent shall file with the Secretary of the Board an original and six (6) conformed copies of a verified answer to the petition.
- (b) The answer shall be certified to be true based upon personal knowledge of the facts stated therein and must:
  - (1) include documentation demonstrating that the answering party has engaged in good faith negotiations on the specific issue or issues in dispute for a minimum of thirty (30) days. Such documentation of negotiations shall include, but not be limited to, documentation of the specific dates, times and places that negotiations occurred, the topics discussed at each negotiation, and the name, title and decision-making authority of each team member representing the answering party that participated in the negotiations;
  - (2) deny or admit in numbered paragraphs each assertion in the petition. If a party is without knowledge or information sufficient to form a belief as to the truth of a statement, the party shall so state and this has the effect of a denial. Statements not denied are considered admitted.
  - (3) state clearly the resolution sought, including the complete factual and legal

## DISPUTE RESOLUTION GUIDELINES

basis for the proposed resolution;

- (4) include a form of order setting forth the proposed resolution;
- (5) concurrently or prior to filing the answer with the Board, be delivered, in-hand, to the petitioner, to the Advocate, to the Attorney General's Office and to Staff.

## 4. Comments of the Advocate

- (a) The Advocate shall have the right to file comments on the petition and answer.
- (b) If deemed appropriate by the Advocate, within seven (7) business days of service of the petition, the Advocate shall file with the Secretary of the Board an original and six (6) conformed copies of comments to both the petition and answer.
- (c) The comments shall be certified to be true based upon personal knowledge of the facts stated therein and must:
  - (1) state clearly the resolution which the Advocate believes to be appropriate, including the complete factual and legal basis for the proposed resolution;
  - (2) include a form of order setting forth the proposed resolution;
  - (3) concurrently or prior to filing the comments with the Board, be delivered, in-hand, to the parties, to the Attorney General's Office and to Staff.

## 5. Dispute Resolution Meeting #1

- (a) A Dispute Resolution meeting shall be held three (3) business days after the date required for the filing of the answer.
- (b) Staff shall provide notice of the time and place of the meeting by facsimile and/or electronic mail to the petitioner, respondent and Advocate.

## DISPUTE RESOLUTION GUIDELINES

- (c) The petitioner shall provide a court reporter to transcribe each Dispute Resolution meeting at its own cost and expense.
- (d) The purpose of the meeting is to:
  - (1) afford the parties and the Advocate an opportunity to explain their filings to one another and to Staff; and,
  - (2) provide an opportunity to the parties to attempt to settle the matter with Staff as neutral mediator.
- (e) Staff may request from the petitioner, respondent or Advocate any additional information it believes is necessary to resolve any issue in dispute. Within three (3) business days, the requested information shall be filed with the Secretary of the Board in writing and submitted to Staff. A copy thereof shall be concurrently provided to the parties, the Advocate and the Attorney General's Office.
- (f) Following submission of the petition, answer and comments of the Advocate, should either the petitioner or respondent assert that there are material facts in dispute, the party making such assertion shall, at Dispute Resolution Meeting #1, submit the following to the other party, to the Advocate and to Staff:
  - (1) a statement of such facts in dispute;
  - (2) a recommended finding as to each fact in dispute; and,
  - (3) all documentary and other evidence which supports each such finding.
- (g) Should either the petitioner or respondent allege that there are material facts in dispute, within three (3) business days of Dispute Resolution Meeting #1, the other party and the Advocate shall submit a responsive recommended finding as to each disputed fact accompanied by all documentary and other evidence which supports each such finding.

## DISPUTE RESOLUTION GUIDELINES

## 6. Dispute Resolution Meeting #2

- (a) A second and final Dispute Resolution meeting shall be held seven (7) business days after the first Dispute Resolution meeting.
- (b) Staff shall provide notice of the time and place of the meeting by facsimile and/or electronic mail to the petitioner, respondent and Advocate.
- (c) The petitioner shall provide a court reporter to transcribe each Dispute Resolution meeting at its own cost and expense.
- (d) The purpose of the meeting is to:
  - (1) afford the parties and the Advocate a final opportunity to explain their positions on all issues to each other and to Staff;
  - (2) provide a final opportunity to the parties to attempt to settle the matter with Staff as neutral mediator; and,
  - (3) allow Staff an opportunity to announce a proposed resolution of the issues in dispute.
- (e) Should mediation fail, and after a period of deliberation, Staff shall announce to the petitioner, respondent and Advocate a proposed resolution of all issues in dispute.

## 7. Form of Order

- (a) Within five (5) business days of the second and final Dispute Resolution meeting, the petitioner shall incorporate into a draft Form of Order the proposed Staff resolution of all issues in dispute, and submit same to Staff with a copy to the respondent, the Advocate and the Attorney General's Office. The proposed Form of Order shall include a recitation of the issues in dispute, the positions of the petitioner, respondent and Advocate, Staff's analysis of the issues, and Staff's proposed findings of fact, with complete citations to the record and legal authority.

## DISPUTE RESOLUTION GUIDELINES

- (b) The draft Form of Order shall be submitted to Staff both in writing and in an electronic format specified by Staff.
  - (c) Should Staff determine that the draft Form of Order is not consistent with its proposed resolution, Staff shall direct the petitioner to revise the Form of Order accordingly. The petitioner shall submit the final revised Form of Order to Staff within three (3) business days after being directed to do so by Staff with a copy to the respondent, Advocate and the Attorney General's Office. Petitioner shall also provide a copy of the final revised Form of Order to Staff in an electronic format specified by Staff.
8. Comments on the Form of Order
- (a) Within five (5) business days of receipt of the draft Form of Order, the petitioner, respondent and Advocate shall file with the Secretary of the Board comments, if any, on the proposed draft Form of Order and the proposed Staff resolution. Comments may include a revised proposed Form of Order showing deletions in brackets [thus] and new text underlined, thus. Such filing may not be by facsimile. Comments on the proposed Form of Order shall be limited to the consistency of the draft Form of Order with Staff's proposed resolution, and no party shall submit new argument at this time. Comments on the proposed Staff resolution shall not rely on facts or argument not previously presented, shall specify the findings of fact, conclusions of law or dispositions upon which comments are made, shall set out specific findings of fact, conclusions of law or dispositions proposed in lieu of or in addition to those proposed by Staff, and shall set forth supporting reasons with full citation to the record and supporting legal authority.
  - (b) A copy of all comments filed with the Board shall concurrently with or prior to the filing of such comments with the Board, be delivered in-hand, to the parties, the Advocate, the Attorney General's Office and to Staff.

APPENDIX A

DISPUTE RESOLUTION GUIDELINES

- (c) Staff shall review the draft Form of Order and all comments submitted for consistency with its proposed resolution within five (5) business days.

9. Submission to the Board

- (a) Staff shall, upon finalization of the draft Form of Order, submit the full Dispute Resolution record to the Board for consideration.
- (b) The Board shall render its decision based solely upon the record.
- (c) The record which the Board shall rely upon for resolution of the dispute shall contain all submissions of the petitioner, respondent and the Advocate, and the transcripts of the Dispute Resolution. The Board may take official notice of judicially noticeable facts pursuant to N.J.A.C. 1:1-15.2 and Evid. R. 201.
- (c) The Board may either:
  - (1) issue a decision as to the law and facts;
  - (2) set the matter down for further Board action;  
or
  - (3) take such other action as the interests of justice require.

# DISPUTE RESOLUTION GUIDELINES

## APPENDIX A

### Time line:

Day 1	-----	Petition filed to resolve dispute and assigned to Dispute Resolution.
Day 7 (5 business days)	-----	Answer filed.
Day 9 (7 business days)	-----	Comments of Advocate filed.
Day 10 (3 business days)	-----	Dispute Resolution meeting #1 held.
Day 19 (7 business days)	-----	Dispute Resolution meeting #2 held. Staff's proposed resolution announced.
Day 26 (5 business days)	-----	Petitioner submits a draft Form of Order to Staff.
Day 33 (5 business days)	-----	Parties and Advocate submit comments on Form of Order.

**ATTACHMENT 5**

**REDACTED – FOR PUBLIC INSPECTION**

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\*\*\* THIS FILE INCLUDES ALL REGULATIONS PUBLISHED THROUGH THE \*\*\*  
\*\*\* NEW JERSEY REGISTER, VOL. 34, NO. 8, APRIL 15, 2002 \*\*\*

TITLE 14. BOARD OF PUBLIC UTILITIES

CHAPTER 1. RULES OF PRACTICE

SUBCHAPTER 5. PETITIONS

N.J.A.C. § 14:1-5.13

§ 14:1-5.13 Informal complaint in lieu of petition

(a) In lieu of filing a petition, an informal complaint may be made by letter or other writing.

(b) Matters thus presented may be taken up by the Board with the parties affected by correspondence or otherwise, in an endeavor to bring about an adjustment of the subject matter of the complaint without formal hearing order.

(c) While no form of informal complaint is prescribed, to be considered by the Board such informal complaint must be signed and state the name and address of the complainant and the party complained of as well as the essential facts upon which the complaint is based, including the dates of acts or omissions complained of.

(d) Informal complaints are usually assigned to the Board's appropriate operating division which deals with the subject matter involved. This division then brings the matter to the attention of the utility and directs the latter to submit information deemed to be pertinent as well as a statement of its position.

(e) Following a study and review of the complainant's and utility's positions and supporting data and after such informal conferences as may be held, an attempt is made to affect an amicable adjustment of the dispute.

(f) A letter is then forwarded to the complainant with a copy to the utility reflecting the results, if any, of the processing of the informal complaint.

(g) Informal complaints shall be without prejudice to the right of any party to file a petition or of the Board to institute a formal proceeding.

(h) While informal complaints are recommended wherever practicable as a method designed for amicable adjustment of disputes, no mandatory or prohibitory order will be issued on an informal complaint.

(i) A party desiring a decision on order of the Board must file a petition.

NOTES:

HISTORY:

Amended by R.1997 d.264, effective July 7, 1997.

See: 29 New Jersey Register 1259(b), 29 New Jersey Register 2838(a).

**ATTACHMENT 6**

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT 7**

**REDACTED – FOR PUBLIC INSPECTION**

**ATTACHMENT 8**

**REDACTED – FOR PUBLIC INSPECTION**

**From:** BA Change Control  
**Date:** 05/01/2002 09:19:04 AM  
**Subject:** Trial to Extend Hours to Perform Restoral of Platform Accounts in NJ

All -

Verizon will conduct a trial beginning May 3, 2002 to extend the hours CLECs may restore platform accounts in New Jersey. During this trial, CLECs may restore platform accounts in New Jersey until 10:30PM Monday through Friday and on Saturday and Sunday until 10:00PM. After 5PM Monday through Friday and on the weekend, after submitting an LSR, CLECs will call the RCMC to request a restoral.

After a successful trial, Verizon will make this process generally available as early as May 10.

Please respond to this e-mail if you would like to participate in the trial and you will be provided with the procedures.

(Please note new e-mail address: [verizon.east.change.management@verizon.com](mailto:verizon.east.change.management@verizon.com))

Thank you

**ATTACHMENT 9**

**REDACTED – FOR PUBLIC INSPECTION**

**To:**

dchristo@telcordia.com, Jeannie.Seguin@adelphia.com, mclancy@covad.com, ldimi@ems.att.com, DOUG.TURRELL@XO.COM, nancy.taborda@adelphia.com, arnold.hammer@adelphia.com, wilsonch@ntelos.com, LEC.Liaison@localaudit.com, launch-now.notify@accenture.com, tracey\_aramati@frontiercorp.com, eaizenman@bcm-tel.com, vivian.glover@adelphia.com, lynn.eckert@adelphia.com, victor.kovacs@adelphia.com, dennis.stanek@adelphia.com, steve.mcgranaghan@adelphia.com, ken.wells@adelphia.com, katherine.couture@adelphia.com, marla.rouse@adelphia.com, hviolette@midmaine.com, Anne.Cullather@qwest.com, jmilnor@qwest.com, dlinso@ctcnet.com, mrogers@covad.com, kj1614@sbc.com, os1268@sbc.com, mt7210@sbc.com, emcgraw@att.com, pdunphy@broadband.att.com, c-mary.hunt@wcom.com, agooden@biztelone.com, jmperry@ems.att.com, Jared.Welch@accesspointinc.com, kknapp@groveline.com, amigliassi@groveline.com, mboger@groveline.com, msalazar@att.com, BHughes@nwp.com, jlog323@aol.com, timw@digitalconnections.net, pkennedy@intellec.net, jlee@ctcnet.com, tracy.a.greco@core.verizon.com, jwei@guidecomm.net, awashbrn@wf.net, kathleen.love@gxs.ge.com, JWight@BroadViewNet.com, Joe.Hunsaker@allegiancetelecom.com, AmyH-pci@att.net, k.h.calhoun-pci@att.net, ldevlin@flcommunications.com, Laurelle@hamptons.com, jcarney@broadviewnet.com, jtruhn@talk.com, albielecki@msn.com, SNarasimhan@EFTIA.com, shobbs@dsl.net, steve.sulak@nowcommunications.com, larepcom@optonline.net, joe.laezza@xo.com, Ahburns@talk.com, ewiemann@mcdean.com, hazbro@gwi.net, jrichmond@oxfordnetworks.com, lijohnso@covad.com, vivian.glover@adelphiacom.com, arnold.hammer@adelphiacom.com, larepcom@optonline.net, alanton@onestarld.com, ilecnotes@talk.com, vburke@skow.net, devon@fullservicenetwork.net, pamela\_davidson@frontiercorp.com, thomas\_taccetta@frontiercorp.com, aprovencher@lightship.net, pbulloch@infohighway.com, showson@conversent.com, smithwl@att.com, Cecere.Chris@broadband.att.com, mbrunner@fairpoint.com, DJohnson@sitehelp.org, balpricomm@aol.com, samy@unitedtelcom.com, directtelinfo@yahoo.com, pagemiller@talk.com, tthrowbridge@techvalleycom.com, kabcomm1@aol.com, dlovejoy@1cominc.com, Bellatlantic@nightfire.com, yoshirosen@aol.com, johnsm@ctcnet.com, Kim.J.Parker@wcom.com, dstroud@bridgecomtel.com, mweprin@bridgecomtel.com, kwalker@bridgecomtel.com, Dave.Miller@gecapital.com, egoldberg@mettel.net, nzeitvogel@lightship.net, ganderson@ccsinet.com, Scott.Hibbard@wcom.com, GREG@CCAOL.COM, Joe.Levesque@cox.com, patspencer@ccitelecom.com, pkaroczka@infohwy.com, JRC@dps.state.ny.us, rengaj@ctcnet.com, phil.jones@algx.com, kath@bayring.com, AWiley@nfis.com, Steve.Taff@allegiancetelecom.com, michael@alookahead.com, Ronnie.Johns@allegiancetelecom.com, dpetry@ix.netcom.com, pwieners@ctcnet.com, dhoyt@hoyt.com, pkennedy@ctcnet.com, rochelle.jones@twtelecom.com, sandi.rothman@idea.com, jgorman@dreamscape.com, dlight@att.com, rubri01@nwp.com, pta@epix.net, frances.marshall@usdoj.gov, karen.r.sistrunk@mail.sprint.com, ckwilliams@att.com, sherry.lichtenberg@wcom.com, mattk@mid-hudson.com, sminnig@kpmg.com, Wayne\_Brodbeck@hp.com, haddadw@Telergy.net, cdressler@att.com, afitzsimmons@att.com, halpin@att.com, Mark.H.Lugar@wcom.com, Daniel.Toth@wcom.com, Micki.Jones@wcom.com, Lissa.Provenzo@wcom.com, newyorkcub@aol.com, lmaese@cablevision.com, lmcDonald@lb3law.com, brian@mid-hudson.com, jstclair@nextlink.net, gloriav@att.com, Rsmith@nas-corp.com, jmcmanus@concretio.com, cschneider@concretio.com, madelinep@lightyearcom.com, mblake@wisor.com, timsty@wisor.com, Rmaimon@mettel.net, dwmillien@aol.com, cwelsh@cavtel.com

**cc:****From:**

Verizon East Change Management/VEND/NY/Verizon

**Date:**

05/16/2002 09:48:46 AM

**Subject:** NJ Platform Restoral out of hours procedures

All -

The trial period for the NJ out of hours Platform Restoral process has ended. The attached interim procedures are available for all CLECs to request an out of hours restoral of platform accounts in NJ. Improvements to the process will be communicated as they are developed.



Interim CLEC Procedures NJ platform restor

Thank you

**Interim CLEC Procedures**  
**Extended Hours for Restoral of Platform Accounts in New Jersey**  
**May 16, 2002**

CLECs should always issue an LSR requesting restoral of the platform account in New Jersey with a same day date due.

**Weekdays Prior to Noon**

LSRs received prior to Noon weekdays will be processed same day as is done today.

**Weekdays Between Noon and 5PM**

If a local response confirmation is received showing the next business day as the date due:

- The CLEC should supp the original LSR using a supp type of 2 with the same day date due.
- Indicate the LSR is being expedited.
- The LSR will then be processed the same day.

**Weekdays Between 5PM and 10:30PM and Weekends until 10PM**

- Issue the LSR requesting a restoral with a same day date due.
- A local response confirmation may be received showing the next business day as the revised date due.
- In all cases, the CLEC should then call the Regional CLEC Maintenance Center (RCMC) on 888 270-1800 (option #3).
- Verbally request the restoral by providing the telephone number to be restored and the PON on the LSR.